

**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

P.O. Box 989002  
West Sacramento, CA 95798-9002  
(916) 322-4000  
[www.bsis.ca.gov](http://www.bsis.ca.gov)



June 1, 2005

## INFORMATION BULLETIN

DEPARTMENT OF JUSTICE  
Integrated Voice Response System  
(916) 227-4557

The Department of Justice (DOJ) has established an integrated voice response system that allows a caller to obtain Live Scan fingerprint status information 24 hours a day.

The voice response system can be accessed from any touch-tone telephone. Using the telephone keypad, callers will be instructed to enter the applicant's date of birth, and the Applicant Tracking Identifier (ATI) located at the bottom of the "Request for Live Scan Service" form. Once the system has located the applicant's record, the caller will be provided the following information:

1. The date the applicant's fingerprints were received by DOJ
2. A status of "in process" or "completed"
3. If completed, the date the applicant response was sent to BSIS

NOTE: This system does not have the capability to provide status information for applicant fingerprints submitted to DOJ on hard cards.